



## HUMAN RESOURCES DEPARTMENT

City of Burlington

200 Church Street, Suite 102, Burlington, VT 05401

Voice (802) 865-7145

Fax (802) 864-1777

Vermont Relay: 711 or 1-800-253-0191

Service Support Technician

Burlington Telecom

\*\*\*Posting Extended\*\*\*

**POSTING DATE: February 10, 2016**

**RATE OF PAY: \$19.94/hour**

**EXEMPT/NON-EXEMPT: Non-Exempt**

**UNION: Non-Union**

**DEADLINE TO APPLY: February March 21, 2016**

**POSITION STATUS: Limited Service Full Time**

**CLASSIFICATION GRADE: BT Range 1.5**

This position is responsible for providing superior assistance and customer service to City of Burlington patrons. In addition this position will participate in and track customer troubles through internal and external systems and reports.

### Essential Job Functions:

- Receives incoming customer calls regarding technical questions and/or troubles for any service offered by Burlington Telecom.
- Performs basic troubleshooting and screening with end users and determines whether the trouble is inside or out using BT equipment and technical resources.
- Assists users in resolving end user issues or opens a trouble ticket for the appropriate department.
- Schedules, dispatches, and manages trouble flow in conjunction with other internal departments.
- When working after business hours, determines whether a service call is necessary and responds according to call-out procedures.
- Generates and tracks internal reports as well as quality standard reports to be submitted to the public service board.

### Qualifications/Basic Job Requirements:

- Associates Degree in Computer Science, IS, or related field and one year comparable experience as a helpdesk/customer service representative or four years comparable experience as a helpdesk/customer service representative may be substituted for the educational requirements.
- A general knowledge of telephone, internet and cable television technologies.
- Knowledge of LAN and Router set up and configuration a plus.
- PC Proficiency (Windows 2000, XP and MAC OS) as well as experience in database operation.
- Considerable knowledge and ability to set up and configure popular mail clients such as Outlook, Outlook Express, Eudora and Thunderbird.
- Knowledge of Ethernet, TCP/IP, DNCP, DNS, and FTP Protocols.
- Knowledge of network troubleshooting utilities such as PING IPCONFIG and DNS LOOKUP.
- Ability to communicate effectively orally and in writing.
- Excellent interpersonal skills required.
- Must be able to work independently and as part of the help desk team in a fast-paced, complex, detail-oriented office environment that features many repetitive tasks and deadlines.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.
- Must be flexible and able to handle multiple tasks concurrently.
- Must provide all customers with prompt and courteous service.
- Upon conditional offer of employment, candidate must successfully complete a background check as per current City ordinance or policy.
- Ability to work nights, weekends and holidays required.
- Ability to be on-call.
- Ability to maintain confidential information.
- Ability to obtain and maintain a valid driver's license required.

**To Apply: Submit cover letter, resume and a City of Burlington Application to:** Human Resources Department, 200 Church Street, Suite 102, Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: [www.burlingtonvt.gov/HR](http://www.burlingtonvt.gov/HR).

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY.  
EOE.